



FEMA

Joint Information Center Disaster News



FOR IMMEDIATE RELEASE

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CALL TOLL-FREE NUMBER FOR DISASTER ASSISTANCE

NEW CASTLE, DE – A special toll-free number is in operation for people affected by the September storms. Both Tropical Storm Henri, which hit Delaware on September 15, and Hurricane Isabel, which impacted the state on September 18, have received a federal disaster declaration from President Bush.

“All residents of the state who suffered damages from Hurricane Isabel are eligible for aid. Residents of New Castle County are also eligible to apply for damages from Tropical Storm Henri,” said Glenn Gillespie, State Coordinating Officer for the Delaware Emergency Management Agency (DEMA).

Michael J. Hall, Federal Coordinating Officer for the Federal Emergency Management Agency (FEMA) said, “We urge homeowners, renters, and business owners to call and apply for assistance. Any individual or business who was affected by the disasters should take that first step in the recovery process.”

Those affected by the storms may apply for a range of state, federal and voluntary disaster assistance programs immediately by calling the toll-free number from 7:00 a.m. until midnight, seven days a week (EDT). The number to call is **800-621-FEMA (3362)** or **TTY 800-462-7585**.

When you call, be prepared to provide a telephone number where you can be reached, your Social Security number, an address where you can receive information, directions to the affected property, a description of the damage, and insurance information.

If you have household insurance, contact your insurer as well as registering with FEMA. Federal disaster assistance may be available to help uninsured or underinsured losses or expenses.

Key federal disaster aid programs may include assistance with rental payments for temporary housing, grants for home repairs and replacement of essential household items not covered by insurance to make damaged dwelling safe, sanitary and functional, temporary unemployment payments, and low interest loans from the Small Business Administration (SBA) for individuals and businesses. (see attached summary)

On March 1, 2003, FEMA became part of the U.S. Department of Homeland Security. FEMA's continuing mission within the new department is to lead the effort to prepare the nation for all hazards and effectively manage federal response and recovery efforts following any national incident. FEMA also initiates proactive mitigation activities, trains first responders, and manages Citizen Corps, the National Flood Insurance Program and the U.S. Fire Administration.

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Note to Editors: Information on this disaster is available on the internet at www.fema.gov and www.state.de.us/dema